

**PATENT**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : PFIFFNER, Kimberly Ann et al.  
SERIAL NO : 09/918,091  
FILED : July 30, 2001  
TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE  
CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 3628  
Examiner : LIVERSEDGE, Jennifer L.  
Conf. No. : 2045  
Docket No. : P04763US00 CC CENTRAL

**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated October 3, 2006, kindly enter the following amendments and consider the following remarks.

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CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being:

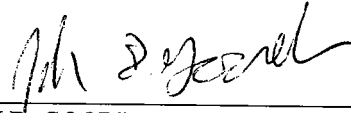
**MAILING**

☐ deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Mail Stop Amendment, Alexandria, VA 22313-1450.

Date: April 3, 2007

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☒ transmitted by electronic/facsimile to the Patent and Trademark Office, Art Unit 3628 at Fax No. (571) 273-8300.

  
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JOHN D. GOODHUE